

# CUSTOMER ENGINEERING

July 27, 2011

Director  
Rick Lopez

Manager, Residential  
Services

Supervisors

Residential  
Designers

IDS Supervisor

IDS Residential

Manager, Residential  
Development

Administrative  
Support

POC/  
Supervisors

Residential  
Designers

Manager, Commercial  
Services

IDS  
Commercial

Supervisors

Commercial  
Designers

Manager,  
Large Commercial  
Services and  
Development

Administrative

Engineers

Commercial  
Designers

**Service Type Requests**

- New Services
- Remodel/Upgrade/Relocate
- Service Removal
- Temporary Service Install/Remove
- Related Services
  - Temporary Disconnects
  - Shoring/Snaking
- ANSL Requests
- Temporary Service/xFMR Removal

**Service Type Requests**

- Master Plans
- Subdivisions
- Apartment Complexes
- Manufactured Homes/Mobile Homes

**Service Type Requests**

- New Services
- Remodel/Upgrade/Relocate
- Service Removal
- Temporary Service Install/Remove
- Related Services
  - Temporary Disconnects
  - Shoring/Snaking
- ANSL Requests

**Service Type Requests**

- Master Plans
- Mixed Use
- Commercial
- New Services
- Remodel/Upgrade/Relocate
- Service Removal
- Temporary Service Install/Remove
- Related Services
  - Temporary Disconnects
  - Shoring/Snaking